

Position Description

IS Technical Services Specialist – Infrastructure Section
Bureau of Information Technology
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POSITION SUMMARY

This is an advanced level position that serves as the backup and support for the IS Technical Services Consultants in the areas of server and related IT infrastructure. Responsibilities include: implementing technical & security policies, standards and procedures established by higher level positions, supporting IT infrastructure (e.g. network connectivity, performance tuning, etc.), and providing expertise and problem resolution across multiple hardware and software on both server and workstation platforms. The position assists IT Consultants with monitoring and reporting on Infrastructure capacity, performance, change management and ensures system reliability.

This position works under the general supervision of the Chief of the Infrastructure Section.

GOALS AND WORKER ACTIVITIES

15% Goal A: Participates with TSS staff in support for agency IT Infrastructure (e.g., network connectivity, performance tuning, etc.), server and workstation systems and technologies.

- A.1 Follow current infrastructure standards, platforms and policies, recommending any new standards or needed changes to current practice; ensure consistency with Department of Administration (DOA) guidelines.
- A.2 Under the direction of a Consultant or management, prepare agency communications regarding systems and services.
- A.3 As a back-up for specific assignments, follow a methodology for infrastructure performance measurements/metrics, capacity planning and change management procedures.
- A.4 Research, analyze and evaluate new and emerging technologies. Recommend changes and opportunities for improvement to Consultants and/or management staff as appropriate.

45% Goal B: Provision of advanced level technical support for both physical and virtual servers as well as workstation infrastructure.

- B.1 Assist the IS Technical Services Consultant/Administrator with managing the agency IT infrastructure to resolve known problems, maintain current software and support changing hardware configurations, software configurations and application requirements.
- B.2 Assist the IS Technical Services Consultant/Administrator with server management, including: Citrix XenApp, Commvault backup system, support and maintain MS Access frontend legacy systems.

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- B.3 Utilizing best practices, standards and checklist procedures, assess and resolve all levels of PC workstations and tablets support calls including coordination and communication with the end-user and other staff and vendor support as required.
- B.4 Following best practices, standards and checklist procedures, assist IS Technical Services Consultant/Administrator with deploying both physical and virtual servers (ex. Converts servers to/from template, server install and configuration).
- B.5 Follow procedures for problem resolution for use by other infrastructure professionals.
- B.6 Perform upgrade\patching of infrastructure hardware and software.
- B.7 Assist in investigations of infrastructure components and their costs.
- B.7 Attend any state sponsored infrastructure related user group meetings.

15% Goal C: Support management IT Infrastructure projects and Division needs ensuring compliance and compatibility with enterprise wide standards.

- C.1. For assigned customer requests/needs, develop a project plan and keep higher level staff and management apprised of status.
- C.2 Provide input on agency IT infrastructure needs through discussions with staff and Bureau management.
- C.3 Assist Consultants or management staff in determining appropriate timelines for various projects and acquisitions considering staff and equipment availability; inform agency staff of any changes.
- C.4 Develop plans to improve infrastructure performance and reliability.
- C.5 Manage and lead IT infrastructure projects ensuring compatibility with existing architecture and enterprise wide standards.
- C.6 Review systems software or hardware issues/changes with unit staff ensuring compliance and compatibility with enterprise wide standards.

10% Goal D: Responsible for implementing established agency security policy to ensure reliability and integrity.

- D.1 Provide input to Consultants level staff on internal policies and operating procedures regarding security activity based on work activities, trends seen, etc.

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D.2 Administer agency data security platforms antivirus.

10% Goal E: Provision of documentation and advanced technical service to BITS staff.

- E.1 As assigned, write documentation for all BITS staff to aid in the proper use of the system, system software, security and the network.
- E.2 Provide problem-solving service to ensure minimum delay of production and test jobs.
- E.3 Troubleshoot system problems, gathering available documentation and work with vendors and/or BITS staff as appropriate for problem resolution.
- E.4 Technical specialist for infrastructure resource questions, concerns and problem resolution. Obtain input from, or refer complex issues to Consultant level staff.

5% Goal F: Enhancement of professional skills through training and education.

- F.1 Work with other BITS staff on special projects to increase job-related knowledge.
- F.2 Attend schools, training sessions, seminars and workshops to increase job-related skills.
- F.3 Consult with other BITS professionals to mutually improve job-related skills.

Knowledge, Skills and Abilities

Extensive knowledge of server and network architecture, including ability to evaluate infrastructure and make recommendations.

Knowledge of LAN and WAN protocols and overall network administration.

Knowledge of Security Practice and Concepts (Firewalls, Intrusion Detection/Prevention, etc.).

Knowledge of telecommunications technology.

Knowledge of Microsoft SQL.

Knowledge of ITIL methodologies.

Experience with Windows Server Operating Systems.

Analytical problem solving skills.

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Hands on experience of client/server technologies and methodologies.

Hands on experience with and ability to apply effective problem management techniques.

Hands on experience with workstation and server architecture.

Hands on experience Windows server administration using Windows 2008, 2016 Operating Systems.

Hands on experience managing a Microsoft Windows production environment, including Active Directory, DNS, DHCP, permissions, network authentication, server hardware/software support.

Hands on experience deploying and maintaining flexible infrastructure solutions such as VMWare, Citrix XenApp.

Experience monitoring, installation, configuration, tuning and management of IT Infrastructure.

Knowledge of patch management practices.

Experience deploying and maintaining flexible infrastructure solutions such as VMWare or cloud computing such as Azure.

Willingness and ability to quickly learn new technologies.

Ability to plan and manage assigned projects utilizing effective project management techniques.

Effective verbal and written communication skills, including the ability to document technical issues, procedures, etc.

Ability to work in a team and discuss highly technical issues with persons outside of the area or non-IT staff.

Special Requirement: Occasional evening or weekend work may be required as part of the position's regular job duties to perform patch, upgrades, deployments etc.